

Healthwatch Blackpool Online Mental Health Review 2016

A total of **64** members of the public completed the Healthwatch Blackpool online mental health survey throughout December 2016, giving their feedback on access to and use of mental health services.

Community adult mental health team

A total of **6** of the respondents said they used the community adult mental health team service, providing the below answers:

Tell us about your experience using this service:

Positive

"Very positive and still using services."

Neutral

No neutral responses

Negative

No negative responses

What were your expectation (if any) of the support before you received it?

"To offer help and advice for dealing with depression and suicidal thoughts and self harm."

"I didn't have any need to worry the service is so good."

"Support recognising triggers and managing my mental health."

Did the service meet your expectations?

None of my expectations: **0**

Some of my expectations: **1**

Most of my expectations: **0**

All of my expectations: **2**

Did you feel the support helped you?

No: **0**

A little: **0**

Mostly: **1**

Yes: **2**

On your first contact with the service or at assessment stage, were any other options for support explained to you?

No: **1**

Yes: **2**

Did you feel as though this was the right support for you at the time?

No: **1**

Yes: **2**

Since your contact with the service, have other options for support been explained to you?

No: **0**

Yes: **3**

Do you feel that you understood the support you were receiving?

No: **1**

Yes: **2**

What could be better about the service (if anything), or do you have any additional comments?

"More local inpatient places or even a midway house to help before you reach crisis point but need extra help."

"Couldn't be any better."

Please note: Not all respondents provided an answer to each question.

Crisis Team / Crisis Line / Crisis Resolution & Home Treatment Team (CRHTT)

A total of **2** of the respondents said they used the Crisis Team/ Crisis Line/ CRHTT services, providing the below answers:

Tell us about your experience using this service:

Positive

No positive responses

Neutral

"I was given the number by my keyworker a while ago and rang as I was struggling."

Negative

“Not very positive. It took them a long time to give my mum the care she needed, which ended with her being taken to A&E and being sectioned and still in The Harbour four months later.”

What were your expectation (if any) of the support before you received it?

“To listen to what family members were telling them and being taken seriously before things escalated quickly to the point of nowhere to turn and having to take matters in to our own hands to get the care needed for my mum.”

Did the service meet your expectations?

None of my expectations: **0**

Some of my expectations: **2**

Most of my expectations: **0**

All of my expectations: **0**

Did you feel the support helped you?

No: **0**

A little: **2**

Mostly: **0**

Yes: **0**

On your first contact with the service or at assessment stage, were any other options for support explained to you?

No: **0**

Yes: **2**

Did you feel as though this was the right support for you at the time?

No: **2**

Yes: **0**

Since your contact with the service, have other options for support been explained to you?

No: **2**

Yes: **0**

Do you feel that you understood the support you were receiving?

No: **2**

Yes: **0**

What could be better about the service (if anything), or do you have any additional comments?

“To make telephone contact easier especially after hours with more than one person covering the phones, to make sure all staff are well trained in all aspects of mental health care, especially if a person ends up being sectioned, understand a lot is learnt through the job role but staff need a full understanding of different scenarios.”

Please note: Not all respondents provided an answer to each question.

GP

A total of **21** of the respondents said they used a GP service, providing the below answers:

Tell us about your experience using this service:

Positive

“Self referral; it was easy enough to get an appointment.”

“Fairly positive and I also access a mental health specialist through the job centre. Very helpful.”

“My GP was actually excellent, knowledgeable and supportive. I have moved around quite a lot and had some dreadful experiences with doctors regarding mental health problems.”

Neutral

“Positive but very difficult. Waiting a long time to be seen then waiting again for different service. But I understand resources are scarce.”

“I needed to see my GP who managed my problems in house.”

“I have searched online after a discussion with my GP. My GP also have me the talking therapies leaflet with a helpline number on.”

“I had been having issues with depression and anxiety for years. My doctor offered his support after I informed him I was no longer coping and performing the simplest of tasks was daunting. Leaving the house was also near impossible, unless I went with someone else.”

Negative

“I haven't been referred to other services yet.”

“Had to wait a long time for a referral/ actual appointment and this was a mental health assessment which was supposed to be in 2 parts. First part was horrendous and then I never had any other appointment because she kept rearranging which I couldn't cope with.”

"I think GPs in this area are too quick to just dismiss you with a prescription for antidepressants. I haven't been offered any other help unless I have asked for it."

"Most of the services are very poor. Some GPs are clued up, but mostly disjointed with long waiting lists and it is only when people reach crisis point that professionals (or so called professionals) take action."

What were your expectation (if any) of the support before you received it?

"One to one sessions."

"I didn't know what to expect but didn't expect to be abandoned."

"I had become very low in mood following a marriage break-up. Needed some help to lift my mood."

"Understanding."

"None really I didn't know what to think."

"To learn about self help and support groups. Can't tolerate medication."

"I was aware my GP could refer me on if needed."

"All I have been offered is antidepressants, I have no other support."

"I had no preconceived expectations."

"I was nervous at first, and just thought they would have sent me on my way with no help. He offered his support as and when I need it and a friendly face to talk to."

"I was expecting it to be a lot harder to explain and get my GP to listen to what I was saying, I was impressed that he'd obviously already read my history and knew what he was talking about."

"He would tell me where to get help. Maybe put on Anti-depressants (I didn't want that though)."

Did the service meet your expectations?

None of my expectations: 6

Some of my expectations: 4

Most of my expectations: 3

All of my expectations: 1

Did you feel the support helped you?

No: 4

A little: 4

Mostly: 3

Yes: 3

On your first contact with the service or at assessment stage, were any other options for support explained to you?

No: 8

Yes: 6

Did you feel as though this was the right support for you at the time?

No: 5

Yes: 9

Since your contact with the service, have other options for support been explained to you?

No: 8

Yes: 6

Do you feel that you understood the support you were receiving?

No: 4

Yes: 10

What could be better about the service (if anything), or do you have any additional comments?

"I was once on a waiting list for help and never received any after waiting over a year. I was suicidal and left to my own devices."

"More understanding from the doctor."

"Nothing. The GP listened, was not really sympathetic to my situation but did help by signing me off work and upping my meds."

"Quicker appointment times and stop cancelling pre-made appointment."

"I do sometimes feel I am being judged as 'cured' if I have a good couple of days. Perhaps there needs to be a better understanding about the nature of mental health and that everybody is different in the way this manifests itself. One man openly told me he thought some of the people he supported were faking their issues. He also said that if I could control my problems, he could no longer support me."

“I think counselling should be more easily available.”

“Support groups would be good, more information about support and help available would be invaluable.”

“GPs need to take mental health more seriously.”

Please note: Not all respondents provided an answer to each question.

Mental Health Helpline

A total of **2** of the respondents said they used the Mental Health Helpline service, however did not provide any further responses in the survey.

Not sure

A total of **1** of the respondent said they were not sure which service they used, however provided the below answers:

Did the service meet your expectations?

None of my expectations: **0**

Some of my expectations: **1**

Most of my expectations: **0**

All of my expectations: **0**

Did you feel the support helped you?

No: **0**

A little: **1**

Mostly: **0**

Yes: **0**

On your first contact with the service or at assessment stage, were any other options for support explained to you?

No: **0**

Yes: **1**

Did you feel as though this was the right support for you at the time?

No: **0**

Yes: **1**

Since your contact with the service, have other options for support been explained to you?

No: **1**

Yes: **0**

Do you feel that you understood the support you were receiving?

No: **0**

Yes: **1**

Please note: Not all respondents provided an answer to each question.

Other

A total of **4** of the respondents said they used the an 'other' service to those listed on the survey, providing the below answers:

Tell us about your experience using this service:

Positive

"I was in the phoenix centre 7 years ago and it was a lovely place."

"Very positive with health visitor for postnatal depression. I had lots of support."

Neutral

No neutral responses

Negative

No negative responses

What were your expectation (if any) of the support before you received it?

"To allow me to feel well again and for general support."

Did the service meet your expectations?

None of my expectations: **0**

Some of my expectations: **0**

Most of my expectations: **0**

All of my expectations: **2**

Did you feel the support helped you?

No: **0**

A little: **0**

Mostly: **0**

Yes: **2**

On your first contact with the service or at assessment stage, were any other options for support explained to you?

No: **1**

Yes: **1**

Did you feel as though this was the right support for you at the time?

No: **0**

Yes: **2**

Since your contact with the service, have other options for support been explained to you?

No: **0**

Yes: **2**

Do you feel that you understood the support you were receiving?

No: **0**

Yes: **2**

Please note: Not all respondents provided an answer to each question.

Single Point of Access

A total of **8** of the respondents said they used the Single Point of Access service, providing the below answers:

Positive

"I found the experience simple and straightforward and the staff friendly and helpful."

Neutral

"It took a lot of doctors trips to get the help I needed. I just felt robbed off."

Negative

"Inconsistency ... appointments cancelled at last minute and not rearranged ... long periods between appointments has delayed any progress for me and my diagnosis ... makes my anxiety increase.... once a GP referral was made there was a disconnect between GP and mental health services ... this should be more joined up in my opinion."

"It took a lot of doctors trips to get the help I needed. I just felt robbed off."

What were your expectation (if any) of the support before you received it?

"I hoped to find a way through my unhappiness and anxiety."

"Support to increase my mental health and well being ... treatment for my presenting issues.... cohesive service provision between GP and mental health service.... Regular consistent input and support."

Did the service meet your expectations?

None of my expectations: **2**

Some of my expectations: **2**

Most of my expectations: **0**

All of my expectations: **2**

Did you feel the support helped you?

No: **3**

A little: **1**

Mostly: **1**

Yes: **1**

On your first contact with the service or at assessment stage, were any other options for support explained to you?

No: **4**

Yes: **2**

Did you feel as though this was the right support for you at the time?

No: **2**

Yes: **4**

Since your contact with the service, have other options for support been explained to you?

No: **6**

Yes: **0**

Do you feel that you understood the support you were receiving?

No: **3**

Yes: **3**

What could be better about the service (if anything), or do you have any additional comments?

"I found the service helpful. However I think I might have benefited from meeting others in the same situation."

"Explanation of what was available fully.... more detailed explanation of plan of care ... consistency - appointments are often cancelled and often last minute ... this really increases my anxiety.... more structured plan of care..."

"I don't think services are fully explained, you are put on a stress control course and I didn't know where to go after that."

Please note: Not all respondents provided an answer to each question.

Supporting Minds

A total of **18** of the respondents said they used the Supporting Minds service, providing the below answers:

Positive

"I had 3 miscarriages and I was referred first to the hospital bereavement service which I didn't find very helpful. She also felt she couldn't help and it was suggested Supporting Minds would be helpful. I was referred for CBT and I found the service extremely helpful my session where an hour a week but supposed to for 12 weeks however this was extended but a further 20 weeks. I didn't feel rushed and I also felt the service was very person centred."

"It was easy enough to self refer on GP recommendation."

Neutral

"I was given information by my GP, called the service, was given a date for an initial assessment phone call from there was put on the stress control course and given an initial assessment with an employment support worker whom I am in regular contact with."

Negative

"I have moved from a different PCT in the last year. I had some counselling before but due to the move and a change in job I had to stop. I had the phone consultation and I have been told I might not be depressed enough to qualify. Because of an irrelevant point-based survey and the fact that I can live my life (or be in denial, whichever it turns out to be) I may not be able to have counselling I know I need. Very unimpressed so far."

"First discussed issues with GP. Referred for NHS counselling but due to long waiting list, seen at Horizon for a few months and later switched to NHS for approximately 24 sessions before being referred to a mental health practitioner for a few weeks, and

then onto CBT where I'm currently going. Therapist recently referred me to see a psychologist for complex trauma. (All but Horizon has been a positive experience.)"

"Not very good I only 6 sessions."

"I was originally given details for a service that was not active in this area and when I tried to contact them was told I was not eligible. This really didn't help me and actually had a significant physical and mental health impact on me at a very vulnerable time."

What were your expectation (if any) of the support before you received it?

"To get things off my chest and talk about things that I found hard to talk about."

"I have quite bad social anxiety and was hoping for some ways to help control it."

"I assumed I would be able to have minimum of some sessions of counselling."

"Have a point of contact for future support when needed, practical support and to talk to someone."

"To have the opportunity to discuss how I was feeling and to understand things and rationalise things and get back on track."

Did the service meet your expectations?

None of my expectations: 3

Some of my expectations: 5

Most of my expectations: 0

All of my expectations: 3

Did you feel the support helped you?

No: 2

A little: 6

Mostly: 0

Yes: 3

On your first contact with the service or at assessment stage, were any other options for support explained to you?

No: 5

Yes: 6

Did you feel as though this was the right support for you at the time?

No: 5

Yes: 6

Since your contact with the service, have other options for support been explained to you?

No: 7

Yes: 4

Do you feel that you understood the support you were receiving?

No: 3

Yes: 8

What could be better about the service (if anything), or do you have any additional comments?

“More cohesion between mental health and general practice services.... they seem to work in silos which is not helpful.”

Please note: Not all respondents provided an answer to each question.

The Harbour

A total of 2 of the respondents said they used The Harbour service, however did not provide any further responses in the survey.